<u>REMARKS/ARGUMENTS</u>

Favorable reconsideration of this application, as presently amended and in light of the following discussion, is respectfully requested.

Claims 1-2, 4-8, 10-14, 16-20, 22-26, 28-32, 34-38, 40, 42-43, 45, 47-50, 54-56, 58-60, 62-64, 66-68, 70-72 and 74-76 are pending in the application. Independent Claims 1, 13, 25, 37, 42 and 47 are amended; and Claims 3, 15, 27, 39, 44, and 49 are canceled by the present amendment. Support for the amended claims can be found in the original specification, claims and drawings.[1] No new matter is presented.

In the outstanding Official Action, Claims 1-8, 10-20, 22-32, 34-40, 42-45, 47-50, 54-56, 58-60, 63-64, 66-68, 70-72 and 74-76 were rejected under 35 U.S.C. § 103 as unpatentable over <u>Delano</u> (U.S. Patent No. 6,430,558), in view of <u>Busey et al.</u> (U.S. Patent No. 6,377,944, hereinafter <u>Busey</u>), and further in view of <u>Kalpio et al.</u> (U.S. Patent No. 6,343,323, hereinafter <u>Kalpio</u>).

In response to the above-noted rejection, Applicants respectfully submit that amended independent Claims 1, 13 and 25 and amended independent Claims 37, 42 and 47 recite novel features clearly not taught or rendered obvious by the applied references.

Amended independent Claim 1 recites, in part, a method for managing documents, comprising the step of:

> receiving a request from a remote user ...
> forwarding said request to said application service provider;
> providing said application service provider with *a user access level that indicates mutiple hierarchical levels of access* ...

Independent Claims 13 and 25, while directed to alternative embodiments, are amended to recite similar features. Accordingly, the remarks presented below are applicable to each of independent Claims 1, 13 and 25.

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[1] E.g., specification, p.12, lines 11-24 and Figs. 5A2 and 5B.

Further, amended independent Claim 37 recites, in part, a method for managing

documents, comprising the steps of:

> receiving a request from a remote user;
> receiving a document, storage information and *an*
> *access level indicating multiple hierarchical levels of access*
> *needed to access said document* from said user ...
> transmitting said document, *said access level* and at
> least part of said storage information to a storage device of said
> application service provider ...

Independent Claims 42 and 47, while directed to alternative embodiments, are

amended to recite similar features. Accordingly, the remarks presented below are also

applicable to each of amended independent Claims 37, 42 and 47.

As depicted in an exemplary embodiment of Figs. 5A2 and 5B an access level is used

to obtain access to a stored document and is assigned to a document transmitted to an

application service provider for storage. Further, as described at p. 12, lines 11-24, an

exemplary access level scheme includes three levels, the first level identifies an individual

company of an individual subsidiary, the second level may identify a department within that

company or subsidiary and the third level identifies a particular individual.

Canceled Claims 3, 15, 27, 39, 44 and 49 recited a feature directed to both providing

and transmitting a user access level to an application service provider. In addressing these

claimed features, the outstanding Official Action relies on Busey.

Busey describes a network-based customer interface allowing a customer to receive

automated information from a variety of data sources, including a knowledge base and a

frequently asked question database.[2] Busey further describes that customer authentication is

performed so that the customer can be given an elevated level of service and any prior

customer sessions can be used to help human agents know about the customer situation.[3]

Busey, however, fails to teach or suggest using "*a user access level that indicates*

*multiple hierarchical levels of access*," as recited in the amended independent claims.

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[2] Busey, Abstract.
[3] Id.

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In addressing the user access level feature recited in the above-noted canceled claims, the Official Action relies on col. 6, line 62 - col. 7, line 5 and col. 11, lines 8-20 of Busey. The first cited portion of Busey describes that a Automatic Call Distribution (ACD) system manages interaction between customers and agents and forwards unresolved issues to human agents and routes a customer request for agent interaction. Busey also describes that links to traditional ACD systems allow a web center to mark agents as "busy" when they are handling web-based issues, and streamline the agent tracking process by using the ACD system agent ID numbers for identification and authentication. Thus, the first cited portion of Busey merely describes the use of agent ID numbers for identification and authentication in an automated call distribution system, and fails to teach or suggest the use of a user access level indicating multiple levels of access.

Further, col. 11, lines 8-20 of Busey describes a web response unit that optionally performs login and authentication by having customers identify themselves with a login name and a password. The customer identification can be used to provide different levels of service at either a web response unit or the web based ACD system based on premium or preferred customers. Thus, this cited portion of Busey describes that based on a user's login information they may be provided different levels of access. However, the user access level itself does not indicate the multiple levels of access. Instead, the information retrieved based on the user's login information indicates different levels of access. Further, this cited portion of Busey fails to teach or suggest any type of login information itself that indicates mutiple hierarchical levels of access.

As discussed at p. 12, lines 11-24 of the specification, and as clearly recited in the pending independent claims, the claimed user access level "***indicates multiple hierarchical levels of access***." Thus, the access level itself indicates multiple hierarchical levels of access, and not information that is retrieved based on this user access level.

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Busey's method of providing users different levels of the service based on a login name and a password requires that the information corresponding to this login and password be retrieved in order to obtain this information. Further, Busey fails to teach or suggest that his system includes multiple hierarchical levels of access.
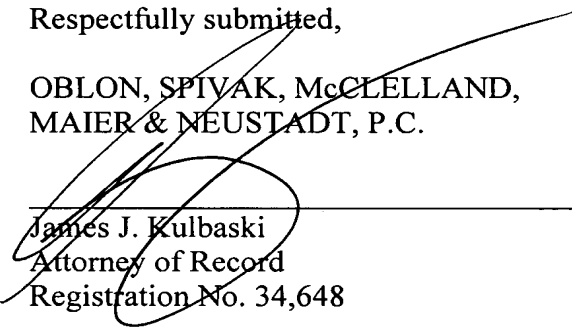
Also, neither Delano nor Kalpio were relied upon in rejecting the now canceled claims directed to the user access level feature. Further, Applicants respectfully submit that neither Delano nor Kalpio remedy the above-noted deficiencies of Busey.

Therefore, Delano, Busey and Kalpio, neither alone, nor in combination, teach or suggest the feature of utilizing "*a user access level that indicates multiple hierarchical levels of access*," as recited in the pending independent claims. Accordingly, Applicants respectfully request that the rejection of amended independent Claims 1, 13, 25, 37, 42 and 47 (and the claims that depend therefrom) under 35 U.S.C. § 103 be withdrawn.

Consequently, in view of the present amendment and in light of the foregoing comments, it is respectfully submitted that the invention defined by the presently pending claims is patentably distinguishing over the applied references. The present application is therefore believed to be in condition for formal allowance and an early and favorable reconsideration of the application is therefore requested.

Respectfully submitted,

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